

## COVID-19 BUSINESS PLAN

13 JUL.2020

### 1. INTRODUCTION

Nippon Travel Agency Micronesia, Inc. (NTA) is a travel agency. NTA provides travel services which include arrangements of transportations, hotel accommodations, optional tours, other travel needs and providing customer services in Guam to travelers mainly from Japan. This plan outlines the measurement and steps NTA has taken to ensure the safety of its employees and visitors during the Government of Guam (GovGuam) response to COVID-19 stage PCOR 2. (Note that this guideline is subject to change due to governmental standards.)

### 2. OBJECTIVE

Our objective is to keep our management and employees safe and healthy while being able to support our client(s) productively and per contract requirements.

### 3. DAILY OPERATION – GUIDELINES AND PROTOCOL

NTA office will be open to the public between Monday to Friday from 10:00AM to 6:00PM, while the employees may under coordination of management choose to flex their hours in the office. The office occupancy will not exceed 50% at any time during PCOR 2. Any updates are communicated through emails and posters in the common areas of the office by management to the employees. NTA encourages their employees to work from home if it can be done productively and without disruption to our client(s) and in compliance with GovGuam COVID-19 response requirements.

#### 3.1 Employee

Employees who have symptoms of COVID-19 as outlined in CDC guidelines or have been in close proximity to someone who has contracted COVID-19 shall stay home and notify their manager. Employees can use the self-checker on CDC site (<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>) as

a guide to help make decisions and seek appropriate medical care.

- Upon entry, Employees will be required to use hand sanitizer or wash their hands with soap in the restroom or kitchen area.
- All employees shall wear face masks (personal or provided by NTA if forgotten) while moving around in the common areas of the office and when social distancing of 6 feet is not possible. While eating and drinking and at their workstation, the face mask can be off unless talking with another employee with less than 6 feet distance. Employees may elect to also wear their personal face shield.
- Employees shall practice social distancing of 6 feet at all times with exception of work tasks cannot be mitigated to ensure proper distancing.
- Employees who start to feel unwell while at the office will be sent home.
- Sick employees shall not come to the office and notify the Manager by phone or email. Sick employee shall not return until CDC criteria are met.
- Employees are responsible to keep their workstation neat and clean and to sanitize using disinfectant cleaner.
- Each employee shall use dedicated office workstation and supplies and minimize sharing items.
- Managers may take computers home from the office in case government regulations change suddenly.

### 3.2 Visitors

Visitors and vendors shall schedule an appointment if in-person meeting is required.

The preferred method is virtual meeting using company approved online application.

Following guidelines will be required for visitors:

- Visitors must not be symptomatic as outlined in CDC guidelines.
- Visitors must not have been in close proximity to someone who has contracted the virus.
- Visitors must not have, in the 14 days preceding their visit/scheduled visit, traveled

internationally (outside the country hosting the meeting) or via cruise ships (to any destination).

- Limit of no more than two visitors/vendors in the NTA office at any one given time.
- All visitors are required to wear a mask at all times while in the building.
- Hand sanitizer will be available near the entrance and must be used upon entering the NTA office.
- Required to sign-in and sign-out including date and time and with whom they are visiting on the visitor log sheet.
- Physical contact greetings (e.g. hugs and handshakes) will be replaced by non-contact recognition, such as a wave.

### 3.3 Office Safety

At each office entry signage will be posted stating following:

- Protective face coverings are required for entry.
- Please sanitize your hands upon entering and keep at least 6 feet from others while you are visiting us.
- Avoid touching surfaces unnecessarily.
- STOP! Do not enter if you have any of these symptoms: fever, cough, shortness of breath, chills, muscle pain, sore throat or new loss of taste or smell.

We disinfect the following areas daily:

- Door handles
- Light switches
- Printer/plotter handles and buttons
- Office chairs
- Conference room tables
- Kitchen counters

- Water dispenser
- Coffee maker
- Kitchen appliances
- Kitchen cabinet handles
- Faucet

For the office environment following measurements have been put in place to follow guidelines:

- Hand soap will be provided, and proper hand washing reminders will be posted in the kitchen and restrooms.
- Disinfectant wipes and hand sanitizers have been provided at the common areas.
- Congregating/socializing in the kitchen and the conference room for Employees will be limited, and only 2 persons at the kitchen and 4 persons at the conference room will be allowed during the break time to keep social distancing.
- Office workstations have been reconfigured, so all employees are socially distanced with no less than 6 feet apart and employees are facing away from common access points.
- Physical distancing shall be observed during face to face meetings. Only 6 persons are allowed to meet when using the conference room. It is also possible to increase the number of people and hold face to face meetings by installing acrylic boards and other shields between participants who lack social distance. Masks should be used during these meetings. Preferably avoid or limit face to face meetings or use of company approved virtual meeting applications.